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Will Consumer Directed Health Care Improve Quality of Care and System Performance?

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How Might System Performance & Quality Improve?

System Performance:

- ? Improved coverage/access
- ? Improved equity
- ? Improved timeliness of care
- ? Improved efficiency
 - getting the same outcomes with optimal use of resources/less cost

How Might System Performance & Quality Improve?

Quality:

- ? Improved effectiveness of care
- ? Improved safety
- ? Improved patient-centeredness
- ? Improved efficiency
 - Getting better outcomes for the same or less cost

Conflicting “Evidence” About Effects on Quality/Utilization

- **Aetna**
 - Same or increased use of preventive practices
- **Harris Interactive Survey**
 - Decreased use of necessary services

Patient-Centeredness

- **Transparency**
 - Tiering
- **Shared Decision Making**
- **Less Complex Processes of Care**

The Greatest Good For The Greatest Number

- How CDHP's could increase coverage:
 - ? But, is this likely

The Jury Is Out

- **CDHPs are a reality**
- **Membership is increasing**
- **We need good, independently generated data on quality & system performance**

Policy Implications

- **If quality is deteriorating**
- **If quality is improving**

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